

Job Plan

I understand that my primary goal is to gain and maintain employment. I am aware that I have mutual obligation requirements that I must undertake in return for receiving my income support payment. I am aware that if I can't meet my mutual obligation requirements, I must contact my Provider (or the Digital Services Contact Centre, as applicable) before the requirement is due, if reasonable to do so. I understand that if I don't comply with my mutual obligation requirements, my payment may be put on hold, reduced, or cancelled.

Name: AJIT SHAHI

JSID: 8579710709

CRN: 407289174H

Mutual Obligation Requirements

I agree to:

- meet my points target (including any minimum job search requirement) as displayed on my homepage or as advised by my Provider. I will accurately report tasks and activities through my homepage or to my provider.
- attend and act appropriately during any compulsory appointments.
- take responsibility to accurately record or report my attendance at my requirements.
- follow up on job opportunities and referrals I am referred to by my provider.
- attend and act appropriately during a job interview/(s).
- accept any offer of a suitable job and not voluntarily leave a suitable job.

I understand if I have not undertaken paid work, study or other suitable activities after several months in Provider-led Services I may need to undertake Work for the Dole as my mandatory activity.

Name: AJIT SHAHI	Provider Details: MatchWorks 0732257560
Signature: Date:	Signature: Date:

This Job Plan is an Employment Pathway Plan for the purpose of the *Social Security Act 1991* and the *Social Security (Administration) Act 1999*.

Information You Need to Know

Under social security law, people with mutual obligation requirements are generally required to enter into a Job Plan which is appropriate for their circumstances, demonstrate they are actively looking for work, and participate in activities that are designed to assist them into employment.

Important: Please note that you may not be paid your income support payment if you don't enter into a Job Plan when required to do so.

Your Job Plan will include a requirement to meet a monthly points target appropriate for your circumstances. Your Job Plan will also include other compulsory items that you need to undertake, such as attending appointments or job interviews, which you will be notified to attend. To meet your points target each reporting period, you will generally be required to submit a number of job search efforts, as well as undertake other tasks and activities.

Your points target can be found on your homepage on the Workforce Australia Online website or App. It is important to regularly access your homepage to review your target and report your points. If you cannot regularly access your homepage, your Provider will support you to manage your requirements. Further information on the Points Based Activation System (PBAS) is available at www.workforceaustralia.gov.au/individuals/obligations/learn/points.

If you have not undertaken paid work, study or other activities for several months you may need to undertake a mandatory activity as outlined in your Job Plan that will improve your ability to find work. Further information on these activation requirements is available at www.workforceaustralia.gov.au/individuals/obligations/learn/activity-requirement.

If you don't meet your points target do not attend or act appropriately at a compulsory appointment, job interview or mandatory activity, your payment may be put on hold and you may incur demerits under the Targeted Compliance Framework.

If you incur demerits, your Provider, the Digital Services Contact Centre (DSCC) or Services Australia may arrange for a review to consider and discuss the appropriateness of your requirements. If you continue to fail to meet your requirements without a valid reason, your income support payments may be reduced or cancelled.

If you do not accept an offer of a suitable job, your income support payments may be put on hold and may be cancelled. If you voluntarily leave a suitable job, or are dismissed from a job due to misconduct, your payment may be cancelled. If your payment is cancelled, you will not be paid for 4 weeks and you will have to re-apply for your payment.

What should I do if I can't meet a requirement or my requirements should be adjusted to my circumstances?

If you can't meet a requirement for any reason or need an adjustment to your requirements due to your circumstances, you must let your Provider know (or if you don't have a Provider, the DSCC on 1800 314 677). You must do this before the requirement is due, if reasonable to do so. Information on some circumstances that may result in adjustment to requirements is available at www.workforceaustralia.gov.au/individuals/obligations/learn/points.

What happens if I get some paid work?

Where you have undertaken paid work, you can report the hours of paid work on your Workforce Australia Online homepage or to your Provider to receive points towards your monthly points target. You must also tell Services Australia about any income you or your partner have received from paid work. This will help Services Australia to make sure you are paid the correct amount of social security payments. If you are overpaid, you may need to pay the money back.

What if I disagree with a decision that has been made?

If you disagree with a decision your Provider or the DSCC has made you can contact your Provider or the DSCC to discuss your concerns. If you continue to have a concern, contact the National Customer Service Line on 1800 805 260. You may also appeal Provider and DSCC decisions that impact your payment by seeking a review by Services Australia.

If you disagree with a decision Services Australia has made which impacts your payment you should contact the Services Australia feedback and complaints line as soon as possible on 1800 132 468. In some circumstances, you may be able to seek external review of some decisions after an internal review has been undertaken.

If you are not satisfied with the response you receive, you may take the matter further by contacting the Commonwealth Ombudsman on 1300 362 072.

Privacy

Your personal information is protected by law, including the *Privacy Act 1988*. More information is available from www.dewr.gov.au/privacy, your provider, Services Australia, or the Office of the Australian Information Commissioner at www.oaic.gov.au.